

Office of Program Integrity (OPI) Quality Control (QC)

If you want to know more about how your health is doing, you go to the doctor....



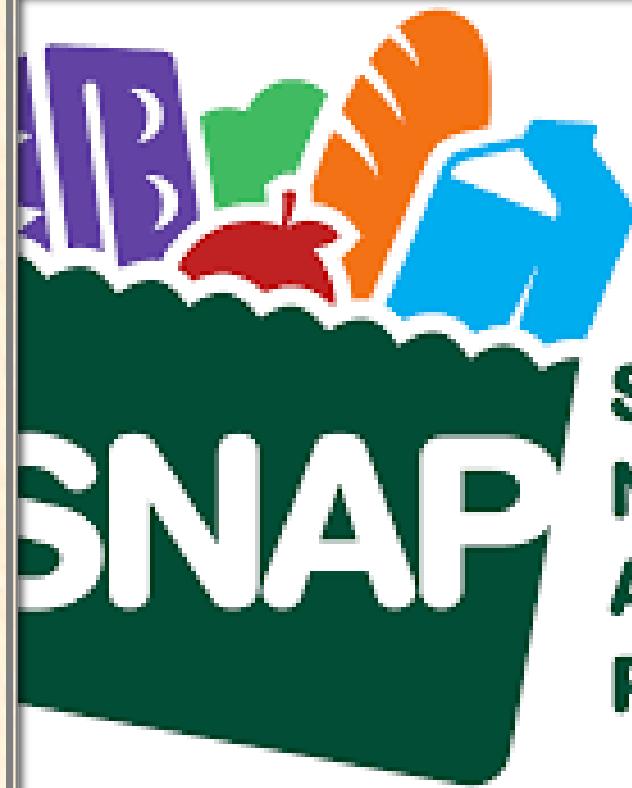
If you want to know how ODHS is doing, you go to the Office of Program Integrity (OPI)





WHO completes SNAP reviews?

- **The SNAP team consists of**
- 1 Manager (Lisa Leibham)
- 4 Lead Workers
- 11 Reviewers



Supplement
Nutrition
Assistance
Program

SNAP Quality Control Basics

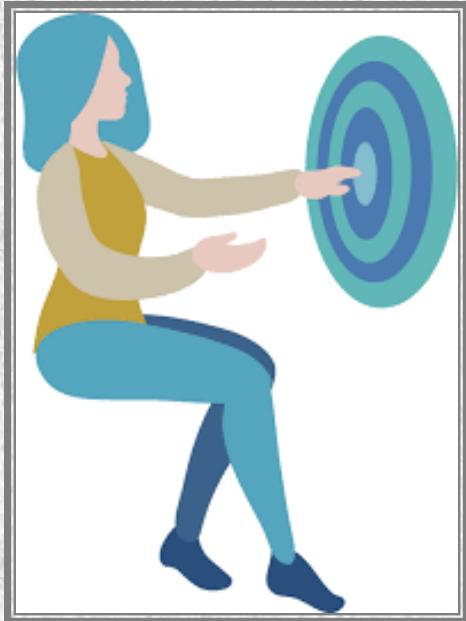
- See *rule 461-105-0410* regarding QC reviews
- Any guesses on how many open SNAP cases there are in Oregon?
- QC does not like to cite errors
- All cases are chosen at random
- SNAP reviews consist of
 - ACTIVES-open cases, allotment
 - NEGATIVES-close, deny, and zero benefits

FNS is very concerned about BIAS

- ▶ Bias is prejudice in favor or against something
- ▶ The review is an independent audit
- ▶ QC won't discuss case specifics with workers before the review is done
- ▶ QC won't ask why a particular decision was made



WHAT is reviewed?



- QC focuses on a *specific* period of time.
- **Negatives** focus on the specific action to close or deny.
- **Actives** focus on the specific review month allotment.

- QC looks at the **accuracy** of actions taken on cases by branch staff and accuracy of information provided by clients.
- Cases with errors can be Agency Error or Client Error, but FNS is most concerned with the correct allotment, not necessarily who made the error. QC determines the error and the Overpayment Writing Unit calculates the error and can look several years back for their overpayments.

Why are SNAP reviews completed?

- *The SNAP program is funded by the USDA.
- *They require a random review to ensure correct SNAP allotments.
- *QC is like a mirror, reflecting what is currently happening in the Oregon SNAP program. BIAS is strictly prohibited.
- *Each state agency reports to FNS data collected, which is used for calculating official error rates, program research and corrective action.
- *All states are then compared to reach a National Average Error Rate.



USDA =
United States
Department of
Agriculture



SNAP Client communication w/QC

QC will contact clients in several ways

- Phone call
- mailed letter / certified letter
- text message
- email (if listed on case)

What QC needs from client

- Interview w/QC (phone, video call, or in-person)
- provide verification of current circumstances **OR**
- provide contact info for 3rd party who can verify on client's behalf

SNAP Disqualification for non-cooperation w/QC

- Client is aware of the QC review and consequences and either chooses not to participate or doesn't provide the necessary verifications or contacts
- SNAP benefits closed until 2/3 of the following FFY



Case Name	Review Number
Jane Smith	212001 / 333
Date	Review Month
3/25/2024	01/2024

NOTICE OF BENEFITS REVIEW

Jane Smith
123 Main St
Salem, OR 97305

If you have a disability and need accommodations such as large print, Braille, interpreter, or reader, please call your reviewer listed below or TDD 1-800-375-2863

Your household has been randomly selected for a Quality Control review. An interview is required by Federal regulations to ensure your SNAP (Food Stamp) benefits have been issued correctly. To keep getting benefits you must complete this review.

A Phone appointment has been scheduled for you on: **Monday 2/5/2024**
at: **10:00 AM** The phone number I will call is:

If you don't have a phone, you may go into any ODHS branch office, local library, or use a friend or family member's phone. Additional available options for interviews include phone call, Zoom or FaceTime video appointment, or in-person interview. Video appointments are never recorded, stored, or used for any other purpose other than the quality control review. The video portion will be used for identification, but the rest of the appointment can be done via phone.

Please contact me immediately if you would like to request a different interview option or need to reschedule.

Blake Adams, Quality Control Analyst
Quality Control Unit, DHS
PO Box 14070 Salem, OR 97309-4070
Email: Blake.Adams@odhs.oregon.gov
Cell/Text: 503-602-7065 Fax: (503) 378-8645
or TOLL-FREE AT 1-866-964-2136

Please call 503-602-7065 when you get this letter to confirm or change this appointment, or if you have any questions about this process.

Please provide the items listed below.

Text, email, fax or mail your documents before your appointment. If you need copies made any local ODHS branch office can assist at no cost.

- Proof of shelter cost (rent, mortgage, property taxes, homeowners insurance, utilities)
for the month(s) of: _____
- Proof of earnings or any other money received in the month(s) of: _____
- The attached form(s) need to be completed for this appointment.

- _____

YOU can help!



Educate partners

Share what you have learned w/other partners

Confirm SNAP QC review process is 'real'

Encourage cooperation w/SNAP QC



Help Educate clients

On reporting requirements - report changes

On reporting accurately

Of consequences for non-cooperation

Thank you! Questions??

